



# COMPLAINTS & APPEALS POLICY

It is **Singapore Safety Training Centre (SSTC)** policy to facilitate complaints or appeals and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints or appeals are dealt with properly and that all complaints, appeals or comments by service users are taken seriously. The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of SSTC disciplinary policy.

## OBJECTIVES

The objective is to ensure that its complaints and appeals policy is properly and effectively implemented, and that service users feel confident that their complaints or appeals and worries are listened to and acted upon promptly and fairly. Management believes that failure to listen to or acknowledge appeal or complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. Management supports the concept that most complaints or appeal, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and appealer.

## HANDLING OF COMPLAINTS AND APPEALS

SSTC treats any learners and client complaints as important feedback to us. We ensure that all student and client complaints are handled in a fair, consistent and transparent manner. Confidentiality will also be respected for all parties. Our Admin Office will manage learner/client welfare including handling of complaints and appeals and have a system to tackle these issues.

- For any complaint or appeal – whether it is verbally lodged or by mail or email, SSTC will document the nature of appeal and give an interim acknowledgement that the matter is being investigated. We will acknowledge the complaint within 2 days.
- The Admin Staff/Branch Manager will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward their recommendation and offer a solution to the learner/client not later than 7 days.
- If the learner/client accepts the solution, no further action will be pursued except record and file the proceeding for completed action.
- If the learner/client declines the solution offered by Training Admin Staff/Branch Manager, the complaints or appeals will be referred to the General Manager, who may review the case and offer a second solution. All these proceedings would be completed within 14 days and the appealer/complainant is kept informed of the status.
- If the learner/client still refuses to accept the latest solution, SSTC General Manager may suggest that the matter be referred for third party mediation, i.e. as an alternative to legal action/ proceedings.
- Any complaints/appeals will also be mentioned during Top Management meeting for discussion and feedback.
- If for a learner/client then details of the complaint/appeal are recorded in the learner/client Feedback Form – this provides information on nature of complaint/appeal, solutions and time taken to resolve it.
- For a staff member it shall be as per the above.

The named appeal or complaints manager with responsibility for following through appeal or complaints is via the Quality Assurance department and then escalated to the General Manager.